STUDENT SERVICES PROGRAM REVIEW WORKSHEET

Student Services Area: _____Umoja Program_____

Prepared by: _____Sean Davis_____

Academic Year: _____2018-2019_____

I. Student Services Area Overview

*The **Area Overview** should reflect the consensus of the staff within the student services area. It is meant to provide a broad understanding of the area, current trends related to the area's mission, and how the area serves to meet the overall mission or goals Norco College. The following reflects the general guidelines followed by the service areas in completing their area overview. (I.1.-I.5. contains brief, succinct narrative for each area; should be about 2 pages in length.)*

1. Mission Statement
The purpose of the Umoja Program is to promote student success in an African/Black centered learning community that addresses the needs of participants academically, culturally, socially within a community environment. Through the linking of academic, social, organizational and cultural offerings, Umoja not only aims at facilitating our students' success, but also developing our students into leaders and role models. This program welcomes all students that embrace the context of this program regardless of race, ethnicity or gender.

2. Philosophy Statement
The Umoja Program started in 2006 at Norco College as the T3p program. The Umoja program is based on the principals set forth by the Umoja Community. Umoja, (a Kiswahili word meaning unity) is a community and critical resource dedicated to enhancing the cultural and educational experiences of our California (CA) Community College students. The Umoja Community serves at risk, educationally and economically disadvantaged students, believing that when the voices and histories of students are deliberately and intentionally recognized, students develop self-efficacy and a foundation for academic success. Umoja actively promotes student success for all students, with an emphasis on African American student success, through culturally responsive curriculum and practices.

3. Summary
- Provide English instruction (English 1A & English 1B)
- Provide Guidance instruction in study skills and career/life planning (Guidance 48 & Guidance 47)
- Provide Social Science instruction in race and ethnic relations (Sociology 10)
- Provide Mathematics instruction in Mathematics 12 (statistics) and supplemental instruction (SI) support
- Develop comprehensive Student Educational Plan (SEP)
- Encourage student engagement with on and off campus activities designed to help Umoja students feel more connected to the college experience
- Provide cultural events and university field trips
- Provide advisement for the Umoja Club through Associated Norco College (ASNC)
- Develop a sense of community through weekly meetings, student leadership and rituals
- Provide ongoing, intrusive academic and personal counseling

4. Strengths
1. **93%** of Umoja students who were enrolled in Guidance 48 Fall 2018 successfully completed the course.
2. **89%** of Umoja students who were enrolled in Guidance 47 Spring 2019 successfully completed the course.
3. **95%** of Umoja students who were enrolled in Sociology 10 Spring 2019 successfully completed the course.
4. Umoja students completed **5009.50** service hours throughout the 2018-2019 academic year
5. To focus on the Umoja practices that target academic enhancement in mathematics, we have implemented the first all Umoja Statistics course for summer 2019, with 27 Umoja students.
6. To provide an understanding of race and ethnic relations, we introduced Sociology 10 in spring 2019.
7. In implementing forward focused intentions to increase transfer rates and completion for African American students we further developed relationships with UCs that have or plan to implement Umoja programs. The relationships helped to bring workshops and connections from UCI, UCR, and UC Berkley to be aware of African American support and resources on their campuses.
8. This academic year over 75% of our Umoja students eligible to transfer were accepted and or agreed to admission to competitive institutions such as UCLA, USC and Cal Poly Pomona.

5. Students Served

<u>Fall 2018 Courses</u> (English 1A, English 91 & Guidance 48)
- Students served: 62

Spring 2019 Courses (English 1B, Guidance 47 & Sociology 10)
- Students served: 111

Summer 2019 Course (Mathematics 12)
- Students served: 27

Total students serviced throughout the 2018-2019: 177

II. Assessing Outcomes

1.A. Report on 2018-2019 Assessment Plan and Objectives for Student Services Area: <mark>The Umoja Program</mark>

Objectives:

- A significant number of Umoja students will successfully complete guidance 48 (18FAL) & 47 (19SPR)
- A significant number of Umoja students will engage in campus and organizational activities designed to help them feel more connected to the college experience
- Umoja students will be exposed to African-American centered curriculum
- A significant number of Umoja students will increase their understanding of all Umoja Statewide Practices
- A significant number of Umoja students will increase their usage of the Umoja Village Space and LRC services to improve academic preparedness

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of Objective to Norco College Mission *	Assessment Criteria (Specify Target Performance Level)	Assessment Measure	Findings	Improvement Recommendations (next step)	Assessment Status A) Continued/ modified B) Moved to Strengths C) Discontinued (please state why)
1.	Umoja students will persist in Umoja guidance courses throughout the academic year.	Umoja students will be monitored for persistence, retention and completion in Umoja guidance courses in 18FAL and 19SPR	EMP# 1, 2, 4, 5	70% of Umoja students in guidance 48 and 47 will complete the course with a "C" or better.	Information from Colleague UI and instructor grade book.	93% of Umoja students passed their Umoja guidance 48 and 47 courses.	Additional steps need to be taken to Umojify the guidance 48 and 47 courses to expose students to African-American curriculum.	A) Continued
2.	Umoja students will engage in campus and activities, designed to help them feel more connected to the college experience.	Umoja students will organize/participate in multiple campus and organization sponsored events.	EMP# 1, 2, 3, 4	60% of all Umoja students will attend at least one on or off campus activity in their first term at Norco College.	On and off campus activity sign-in sheets.	More than 70% of Umoja students participated in on or off campus Umoja sponsored activities.	More Umoja activities should be centered around academics, study jams, village space and college tours.	A) Continued

3.	Umoja students will be exposed to curriculum centered around African-American authors and literature.	Umoja students will be surveyed regarding what they learned and felt in studying ethnic-centered teaching.	EMP# 2, 4, 5	100% of all Umoja students enrolled in English 1A and Sociology 10 will be surveyed.	Students will be survey to indicate their satisfaction.	The survey will be given to students at the end of each term.	Adjustment to Umoja curriculum based on student feedback and activities.	A) Continued
4.	Umoja students will increase their understanding of the Umoja Statewide Practices.	Umoja students will be surveyed regarding their understanding and what they learned regarding Umoja Statewide Practices.	EMP# 4,5	70% of Umoja students will increase their understanding of the Umoja Statewide Practices.	Students will be surveyed to indicate their understanding of the Umoja practices.	The survey will be given to students at the end of each term.	The Umoja team are encouraged to introduce 2 practices a week in collaboration with all Umoja instructors. The Umoja practices will be discussed at weekly meetings throughout the community.	A) Continued
5.	Umoja students will increase their utilization of the Umoja Village Space and LRC services.	Umoja students will increase participation in the village space and LRC to increase academic success.	EMP# 1, 2,3, 4, 5	50% of Umoja students will access/utilize the Village Space and LRC.	Village Space & LRC sign in sheets.	Currently, Umoja students only used the Umoja Village space 10% of the academic year.	Umoja instructors are encouraged to add usage of Umoja Village Space into their syllabus. They are also encouraged to hold office hours in the Village Space.	A) Continued

*Please see appendix for description.

II.1.B. Program Modifications for 2017-2018 Data Assessment ("Closing the Loop")

Note: For 2017-2018 outcomes assessments you are continuing or modifying in your 2018-2019 Assessment plan, please provide a brief description on how your area used outcome data from last year to drive programmatic modifications to improve services to students.

Outcome	Evidenced and detailed (Describe how you used outcome data for programmatic modifications)
The Program Review has not been completed for T3P/Umoja since 2013-2014	
The Program Review has not been completed for T3P/Umoja since 2013-2014	
The Program Review has not been completed for T3P/Umoja since 2013-2014	

II.2.A. 2018-2019 Assessment Plan for Student Services Area: <mark>The Umoja Program</mark>

Objectives: *Note: List about 5 of your service area objectives. Your objectives must be related to a strategic initiative, student services goal, or campus goal AND have one or more measurable outcome.*

- A significant number of Umoja students will successfully complete guidance 48 (18FAL) & 47 (19SPR)
- A significant number of Umoja students will engage in campus and organizational activities designed to help them feel more connected to the college experience
- Umoja students will be exposed to African-American centered curriculum
- A significant number of Umoja students will increase their understanding of all Umoja Statewide Practices
- A significant number of Umoja students will increase their usage of the Umoja Village Space and LRC services to improve academic preparedness

	Objective	Student Learning Outcome (SLO) or Service Area Outcome (SAO)	Relevance of objective to Norco College Mission*	Assessment Criteria (Specify Target Performance Level)	Assessment Measure (Measurement tool)	Completion (or anticipate completion)/ Findings**	Improvement Recommendations (next step)*
1.	Umoja students will persist in Umoja guidance courses throughout the academic year.	Umoja students will be monitored for persistence, retention and completion in Umoja guidance courses in 18FAL and 19SPR	*We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.*	70% of Umoja students in guidance 48 and 47 will complete the course with a "C" or better.	Information from Colleague UI and instructor grade book	**Completion Date** June 2019 93% of Umoja students passed their Umoja guidance 48 and 47 courses. **Goal Met**	Continue to monitor guidance courses throughout the year. Monitor Umoja student success in other Umoja supported courses in 2019-2020.
2.	Umoja students will engage in campus and activities, designed to help them feel more connected to the college experience.	Umoja students will organize/participate in multiple campus and organization sponsored events.	*Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to*	60% of all Umoja students will attend at least one on or off campus activity in their first term at Norco College.	On and off campus activity sign-in sheets.	**Completion Date** June 2019 More than 70% of Umoja students participated in on or off campus Umoja sponsored activities (activity sign-in sheets). **Goal Met**	In the upcoming year, there needs to be more Umoja activities centered around academics, study jams, village space and college tours.

		learning and the creative application of emerging technologies.				
3.	Umoja students will be exposed to curriculum centered-around African-American authors and literature.	Umoja students will be surveyed regarding what they learned and felt in studying ethnic-centered teaching.	*Inclusiveness: Embracing diversity in all its forms — global as well as local — and creating a supportive climate that encourages a variety of perspectives and opinions*	100% of all Umoja students enrolled in English 1A and Sociology 10 will be surveyed.	Students will be survey to indicate their satisfaction.	**Completion Date** June 2019 Goal in progress	Even though the surveys were not given to the Umoja student in a timely fashion, the Umoja team needs to continue to adjustment it's curriculum to address the African American experience and student feedback. Umoja Instructors will work together at the RCCD Umoja district wide training to review ways to introduce curriculum that centers around African-American authors and literature.
4.	Umoja students will increase their understanding of the Umoja Statewide Practices.	Umoja students will be surveyed regarding their understanding and what they learned regarding Umoja Statewide Practices.	*Inclusiveness: Embracing diversity in all its forms — global as well as local — and creating a supportive climate that encourages a variety of perspectives and opinions*	Students will be surveyed to indicate their understanding of the Umoja practices.	The survey will be given to students at the end of each term.	**Completion Date** June 2019 Goal in progress	The Umoja team are encouraged to introduce 2 practices a week in collaboration with all Umoja instructors. The Umoja practices should also be discussed at weekly meetings throughout the community. The Umoja team will be working together throughout the year to incorporate the Umoja Statewide Practices into their pedagogy.
5.	Umoja students will increase their utilization of the Umoja Village Space and LRC services.	Umoja students will increase participation in the Village Space and LRC to increase academic success.	*Student Success: Being an institution that places high value on the academic and personal success of*	50% of Umoja of Umoja students will increase their usage of the Umoja Village Space and LRC.	Village Space sign in sheets.	**Completion Date** June 2019 Goal in progress	Umoja instructors are encouraged to add usage of Umoja Village space into their syllabus and use the Village Space for office hours.

		students in and outside of the classroom and where meeting student needs drives all decisions regarding educational programs and services				Umoja Instructors will work together at the RCCD Umoja district wide training to improve student usage of the LRC and Village Space.

*Please see appendix for description.
**More detailed description on the following page.

II.2.B.   2018-2019 Assessment Plan Findings/Data Analysis

SLO/SAO #1:

>   **Findings/Data Analysis:** In 18FAL, 27 of 30 (90%) Umoja students completed GUI 48 with a "C" or better. In 19SPR, 25 of 28 (89%) Umoja students completed GUI 47 with a "C" or better.

>   **Improvement Recommendations:** As the instructor of the guidance courses, I plan on maintaining a successful completion, retention and persistence rate in the Umoja sections for the upcoming year. I also plan on providing monthly student success workshops in the Village Space to support the entire Umoja community and increase academic, personal and social preparedness.

SLO/SAO #2:

>   **Findings/Data Analysis:** 177 Umoja students completed over 5,009 hours of activities and engagement in on and off campus activities. The 5,009 hours accounted for 70% participation throughout the Umoja Community at Norco College.

>   **Improvement Recommendations:** In the upcoming academic year, we plan on spending more energy focusing on student engagement in academic activities such as study jams, village space and college tours to promote academic completion. The Umoja team met on June 19 to begin the process of discussing how each instructor can embed study jams, village space and the use of the LRC into their course syllabus. On July 30, there is a RCCD Umoja training that will allow the Norco team an opportunity to review options on how to utilize village space, study jams and the LRC.

SLO/SAO #3:

    Findings/Data Analysis: Not enough data was collected. This will be an ongoing goal for the 2019-2020 academic year.

    Improvement Recommendations: At the RCCD Umoja training on June 30, the team will discuss best practices with fellow Umoja instructors from RCC and Moreno Valley. Through this discussion and ongoing Norco college team meetings, we plan on discussing curriculum that is centered around African American authors and literature. A survey will be created to capture student's satisfaction with their exposure to curriculum that is centered around African American authors and literature.

SLO/SAO #4:

    Findings/Data Analysis: Not enough data was collected. This will be an ongoing goal for the 2019-2020 academic year.

    Improvement Recommendations: The entire Umoja team met on June 19 to discuss how we can increase Umoja students' knowledge of the Umoja statewide practices. At this meeting, we discussed several ways to introduce the Umoja statewide practices. At the RCCD Umoja training on June 30, the team will discuss a plan to have each instructor introduce two practices a week. As the program coordinator, I plan on coming up with a weekly plan after our meeting on June 30. We will also make sure that the practices are highlighted at each Umoja meeting throughout the week. A survey will be created to capture students understanding of the Umoja statewide practices.

SLO/SAO #5:

    Findings/Data Analysis: Based on Village Space sign-in sheets, only 10% of Umoja students used the study space in the 2018-2019 academic year.

    Improvement Recommendations: In the upcoming academic year, we plan on spending more time focusing on academic support for the Umoja community. At the Umoja team met on June 19, we began the process of

discussing how each Umoja supported course can embed Study Jams and Village Space into their course syllabus. On July 30, there is a RCCD Umoja training on best practices where the entire Norco team will continue our discussion on how we can utilize Village Space, Study Jams and the LRC. Currently, we have several Umoja students taking the ILA course in 19SUM so they can be hired to tutor Umoja students in the Village Space. LIB 121 has been reserved for the Umoja Community on Wednesday and Fridays as a temporary Village Space in 19FAL.

III. Needs Assessment

1. Staffing Level
Provide a very brief description of your current staffing level or attach an organizational chart that includes positions only.

2. Staffing Profile
Please indicate the number in terms of FTE. (In other words a full time staff person is a 1.0, and a half time person is a .5)

Position	Staffing Levels for Each of the Previous Five Years						Anticipated total staff needed	
	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019		2019 - 2020	2020-2021
Administration								
Classified Staff FT				1.0	0.5		1.0	1.0
Classified Staff PT								
Confidential Staff FT								
Faculty FTE Full time					.5/.2		.5/.2	
Faculty FTE Part time								
Total Full Time Equivalent Permanent Staff								
Short Term Staff								
Student Workers								

3. Improvement Areas
Note: Identify specific issues that are affecting the efficiency or effectiveness of your area due to lack of staffing, equipment, or other resources.

-
-
-
-
-

4. Staff Needs

NEW OR REPLACEMENT STAFF (Administrative, Faculty, or Classified)

List Staff Positions Needed for Academic Year 2018-2019 **Please be as specific as possible when offering a justification.** Place titles on list in order (rank) of importance.	**Indicate** **N = New** **R=Replacement** **I = Increase time**	**Annual TCP*** TCP for employee
1. **Faculty Increase for the Umoja Program** <u>Justification:</u> Norco College needs to institutionalize the Umoja program in the counseling Department and add an additional counselor FTE. To do this we need an additional half time counselor dedicated fully to the program. This can be a .5 or a Part Time hire whose contract is dedicated to the Umoja program to address the growth of the program and the general population.	**(I)**	**.667 adjunct counselor**
2. <u>Justification:</u>		
3. <u>Justification:</u>		
4. <u>Justification:</u>		
5. <u>Justification:</u>		
6. <u>Justification:</u>		

 * TCP = "Total Cost of Position" for one year is the cost of an average salary plus benefits for an individual. New positions (not replacement positions) also require space and equipment. Please speak with area manager to obtain accurate cost estimates. Please be sure to add related office space, equipment and other needs for new positions to the appropriate form and mention the link to the position.

5. Equipment (*Not* including technology) Needs <u>Not</u> Covered by Current Budget

List Equipment or Equipment Repair Needed for Academic Year 2018-2019 **Please list/summarize the needs of your unit below.** **Please be as specific as possible.** Place items on list in order (rank) of importance.	Annual TCO*		
	Cost per item	Number Requested	Total Cost of Request
1. Justification:			
2. Justification:			
3. Justification:			
4. Justification:			
5. Justification:			
6. Justification:			

* TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates.
If equipment needs are linked to a position please be sure to mention that linkage.

6. Technology++ Needs <u>Not</u> Covered by Current Budget
NOTE: Technology; excludes software, network infrastructure, furniture, and consumables (toner, cartridges, etc.)

								Annual TCO*		
Priority	**EQUIPMENT REQUESTED**	**New (N) or Replace-ment (R)?**	**Program: New (N) or Continuing (C)?**	**Location (i.e Office, Classroom, etc.)**	**Is there existing Infra-structure ?**	**How many users served ?**	**Has it been repaired frequent ly?**	**Cost per item**	**Number Requeste d**	**Total Cost of Request**
1. Usage / Justification	Lap tops	N	N	Village space	No	200	N/A	$369.00	30	$11,734.20
2. Usage / Justification	printers	N	N	Village space	no	200	N/A	$399.99	2	$847.98
3. Usage / Justification	Lap top cart	N	N	Village space	no	200	N/A	$530.00	2	$1,123.60
4. Usage / Justification										
5. Usage / Justification										

- TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year. Please speak with your area manager to obtain accurate cost estimates. If equipment needs are linked to a position please be sure to mention that linkage.
- ++Technology is (1) equipment that attaches to a computer, or (2) a computer is needed to drive the equipment.
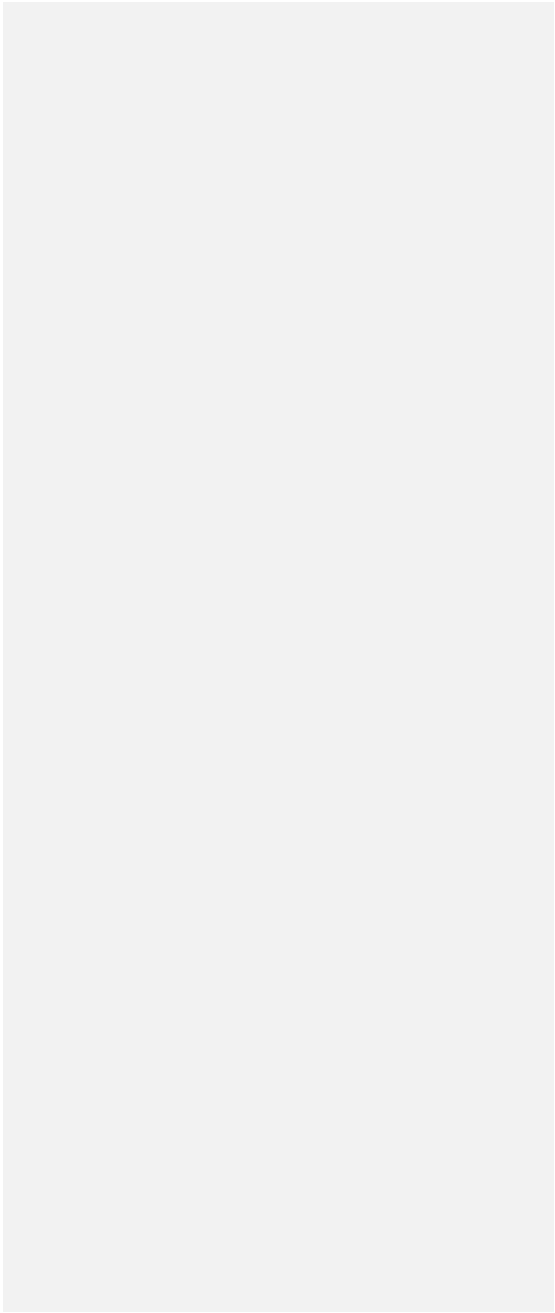
Unit Name: <mark>*The Umoja Program*</mark>

7. Facilities Needs *Not* Covered by Current Building or Remodeling Projects*

List Facility Needs for Academic Year 2018-2019 (Remodels, Renovations or added new facilities) Place items on list in order (rank) of importance.	Total Cost of Request
1. **Umoja Village Space** Justification: Umoja programs require colleges to seek out a dedicated space where students feel welcomed. It is a space designed by students and staff that nurtures academic success. The Umoja Village should provide opportunities to increase exposure to historical and cultural experiences from the African Diaspora. The Umoja Village is also a place for the expression and celebration of students' voices, study sessions, study groups, tutorials, a place to intentionally cultivate relationships within the broader institution to help support students succeed beyond the classroom, deep thought, conversation, critical thinking, and a safe space on campus are all Village purposes.	Repurpose existing space
2. **All Umoja faculty and student success coach offices connected to Village Space** Justification: the program leads, in our case the English instructor, student success coach and coordinator/counselor should have their offices, hold office hours, and be available to students at the Village space. In this way the Village is supervised informally and consistently and students have access to the program faculty.	Repurpose existing space/move current offices
3. Justification:	
4. Justification:	
5. Justification:	

6. Justification:	

*Please speak with your area manager to obtain accurate cost estimates and to learn if the facilities you need are already in the planning stages.

8. Professional or Organizational Development Needs _Not_ Covered by Current Budget*

List Professional Development Needs for Academic Year 2018-2019 Reasons might include in response to assessment findings or the need to update skills. **Please be as specific as possible**. Some items may not have a cost per se but reflect the need to spend current staff time differently. Place items on list in order (rank) of importance.	Cost per item	Number Requested	Total Cost of Request
1. **Annual Umoja Membership (yearly)** Justification: Membership in our parent organization and discounted admission to all Umoja events for faculty and students.	**1,000.00**	**1**	$1,0000.00
2. **Summer Learning institute for Umoja Faculty Team (spring 2020)** Justification: This is the annual statewide training for program practitioners in best practices, Equity issues, research methodologies, research, etc. (approx. 2,000 per person for the week including air and hotel)	**2,000.00**	**4**	$ 7,200.00
3. **Attending Annual Umoja Conference in Oakland (November 1-2, 2019)** Justification: This is the annual statewide conference for programs from all over the state. Directors, Instructors and students converge from statewide for workshops, rituals, activities and even on site admissions to HBCUs. Last year the event was local and we were able to bring 10 students. This year it will require flight.	**1,000.00**	**10**	$10,000.00
4. **Attend other conferences and events, both faculty and with students (2019-2020 academic school year)**	**200.00**	**50**	**$10,000.00**

Justification: Funds for Conferences such as A Dream Deferred: The Future of African American Education, and the Association of African American Educators both locally and nationally.			
5. **A2mend Conference (spring 2020)** Justification: The African American Male Educational Network and Development (A²MEND) organization is comprised of African American male administrators who utilize their scholarly and professional expertise to foster institutional change within the community college system.	**7,500.00**	**11**	**$7,500.00**
6. Justification:			

*It is recommended that you speak with Human Resources or the Management Association to see if your request can be met with current budget.

9. SAFETY NEEDS *not* covered by current budget

List Safety Needs for Academic Year 2018-2019 Please list/summarize the needs of your unit below. Please be as specific as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) of importance.			
	Cost per item	Number Requested	Total Cost of Request
1. Justification:			
2. Justification:			
3. Justification:			
4. Justification:			
5. Justification:			
6. Justification:			

9. OTHER NEEDS *not* covered by current budget

List Other Needs for Academic Year 2018-2019 Please list/summarize the needs of your unit below. Please be as specific as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) of importance.			
	Cost per item	Number Requested	Total Cost of Request
1. Justification:			
2. Justification:			
3. Justification:			
4. Justification:			
5. Justification:			
6. Justification:			

(The follow is for use for your assessment plans in sections II.1.A. and II.2.A.)

Norco College Mission Statement

Norco College serves our students, our community, and its workforce by providing educational opportunities, celebrating diversity, and promoting collaboration. We encourage an inclusive, innovative approach to learning and the creative application of emerging technologies. We provide foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Link of your outcomes assessment with the following options listed from the components of the Norco College Mission Statement.

1. Service to students, community, and workforce
   a. By providing educational opportunities
   b. By celebrating diversity
   c. By promoting collaboration

2. Provides support and encouragement through
   a. Innovative approach to learning
   b. Application of emerging technologies

3. Provides foundational skills and pathways to transfer, career and technical education, certificates and degrees.

Example:
- *SLO- Students will learn the services available through WebAdvisor.*
- How it is linked to the Mission Statement:
  - *2b – Provides support and encouragement through application of emerging technologies.*